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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
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EXAMINER

KALINOWSKI, ALEXANDER G

ART UNIT	PAPER NUMBER
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3626

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Please find below and/or attached an Office communication concerning this application or proceeding.

82

Office Action SummaryApplication No.
08/650,834Applicant(s)
Stephen C. WrenExaminer
Alexander KalinowskiArt Unit
3626

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136 (a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If the period for reply specified above is less than thirty (30) days, a reply within the statutory minimum of thirty (30) days will be considered timely.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133).
- Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

- 1) ☒ Responsive to communication(s) filed on Nov 19, 2002
- 2a) ☐ This action is FINAL. 2b) ☒ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11; 453 O.G. 213.

Disposition of Claims

- 4) ☒ Claim(s) 30-45, 47-54, 57-64, and 67-90 is/are pending in the application.
- 4a) Of the above, claim(s) _____ is/are withdrawn from consideration.
- 5) ☐ Claim(s) _____ is/are allowed.
- 6) ☒ Claim(s) 30-45, 47-54, 57-64, and 67-90 is/are rejected.
- 7) ☐ Claim(s) _____ is/are objected to.
- 8) ☐ Claims _____ are subject to restriction and/or election requirement.

Application Papers

- 9) ☐ The specification is objected to by the Examiner.
- 10) ☐ The drawing(s) filed on _____ is/are a) ☐ accepted or b) ☐ objected to by the Examiner.
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
- 11) ☐ The proposed drawing correction filed on _____ is: a) ☐ approved b) ☐ disapproved by the Examiner.
If approved, corrected drawings are required in reply to this Office action.
- 12) ☐ The oath or declaration is objected to by the Examiner.

Priority under 35 U.S.C. §§ 119 and 120

- 13) ☐ Acknowledgement is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
a) ☐ All b) ☐ Some* c) ☐ None of:
1. ☐ Certified copies of the priority documents have been received.
2. ☐ Certified copies of the priority documents have been received in Application No. _____
3. ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).
*See the attached detailed Office action for a list of the certified copies not received.
- 14) ☐ Acknowledgement is made of a claim for domestic priority under 35 U.S.C. § 119(e).
a) ☐ The translation of the foreign language provisional application has been received.
- 15) ☒ Acknowledgement is made of a claim for domestic priority under 35 U.S.C. §§ 120 and/or 121.

Attachment(s)

- 1) ☒ Notice of References Cited (PTO-892) 4) ☐ Interview Summary (PTO-413) Paper No(s). _____
- 2) ☐ Notice of Draftsperson's Patent Drawing Review (PTO-948) 5) ☐ Notice of Informal Patent Application (PTO-152)
- 3) ☐ Information Disclosure Statement(s) (PTO-1449) Paper No(s). _____ 6) ☐ Other:

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DETAILED ACTION

1. Claims 30-45, 47-54, 57-64, and 67-90 are presented for examination. Applicant filed an amendment on 4/21/2000 canceling claims 10-19 and adding new claims 20-29. Applicant further filed a continued prosecution application including a preliminary amendment on 6/13/2001 canceling claims 20-29 and adding new claims 30-76. Applicant further filed an amendment on 11/9/2001 amending claims 30, 32-35, 41, 42, 44, 47, 48, 52, 53, 57, 59-61, 65, 68, 70, 71, and 74 and adding new claims 77-87. Applicant filed a request for continued examination on 9/3/2002, amending the specification and claim 76 and canceling claims 46, 55, 56, 65, and 66. Applicant further filed a supplemental amendment on 10/10/2002 amending claims 50 and 67 and adding new claims 88 and 89. Applicant further filed another supplemental amendment on 11/19/2002, amending claim 89 and adding claim 90. New grounds of rejection of claims 30-45, 47-54, 57-64, and 67-90 are established in the instant office action as set forth in detail below.

Claim Rejections - 35 USC § 103

2. The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

(a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negated by the manner in which the invention was made.

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3. Claims 30-37, 39-43, 77 and 89-90 are rejected under 35 U.S.C. 103(a) as being unpatentable over D'Agostino, Pat. No. 5,231,571 in view of Dworkin, Pat. No. 4,992,940 and Randle et al, Pat. No. 5,899,982 (hereinafter Randle).

As to claim 30, D'Agostino discloses an apparatus to market and sell goods or services over an electronic network (see abstract) comprising:

a computerized central communications facility having a processor programmed to receive from a customer located at a computerized remote facility a request to at least one of search, browse and access in the database at a computerized central communications facility for information of interest (col. 6, line 50 - col. 7, line 50 and col. 11, lines 22-29).

D'Agostino does not explicitly disclose

enable said customer to at least one of search, browse and access said database for information of interest, direct a transmitter at said first or other computerized central communications facility to transmit said information of interest from the database at said computerized central communications facility to said computerized remote communications facility; and

periodically update said database in said first or other computerized central communications facility.

However, Dworkin discloses enabling said customer to search said database for information of interest, direct a transmitter at said first or other computerized central communications facility to transmit said information of interest from the database at said

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computerized central communications facility to said computerized remote communications facility (col. 3, lines 60-69, col. 4, lines 35-61, and col. 5, lines 20). Dworkin further discloses periodically update said database in said computerized central communications facility (i.e. new product information)(col. 9, lines 36-47). It would have been obvious to one of ordinary skill in the art at the time of Applicant's invention to include the features above as taught by Dworkin within D'Agostino for the motivation of providing a system for locating and purchasing products of interest to a customer (col. 1, lines 8-12 and lines 63-65).

D'Agostino and Dworkin do not explicitly disclose

a first computerized central communications facility adapted to be coupled to a plurality of other computerized central communications facilities, each of said first or other computerized central communications facilities having information relating to goods or services stored in a database, and each of said first or other computerized communications facilities having a processor.

However, Randle discloses a first computerized central communications facility adapted to be coupled to a plurality of other computerized central communications facilities, each of said first or other computerized central communications facilities having information relating to goods or services stored in a database, and each of said first or other computerized communications facilities (i.e. bank platform enables access by a customer at a remote location to conventional information, products and services ... and to other providers of ... products and services ...)(Fig. 1 and col. 3, lines 22-55). It would have been obvious to one of ordinary skill in the art at the time

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of Applicant's invention to include a first computerized central communications facility adapted to be coupled to a plurality of other computerized central communications facilities, each of said first or other computerized central communications facilities having information relating to goods or services stored in a database, and each of said first or other computerized communications facilities as disclosed by Randle within the D'Agostino and Dworkin combination for the motivation of managing the flow of information to a customer thereby maintaining a relationship with the customer while becoming a gateway for providing access to other products and services offered by other providers (col. 2, lines 13-26).

As to claim 31, D'Agostino does not explicitly disclose the apparatus of claim 30, wherein said computerized central communications facility is further programmed to facilitate a transaction between said computerized central communications facility and said computerized remote communications facility.

However, Dworkin discloses computerized central communications facility is further programmed to facilitate a transaction between said computerized central communications facility and said computerized remote communications facility (col. 2, lines 33-41 and col. 8, lines 9-37). It would have been obvious to one of ordinary skill in the art at the time of Applicant's invention to include the apparatus of claim 30, wherein said computerized central communications facility is further programmed to facilitate a transaction between said computerized central communications facility and said computerized remote communications facility as taught by Dworkin within

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D'Agostino for the motivation of providing a system for locating and purchasing products of interest to a customer (col. 1, lines 8-12 and lines 63-65).

As to claim 32, D'Agostino does not explicitly disclose the apparatus of claim 30, wherein at least one of said computerized central communications facilities is further programmed to contact the customer and apprise said customer of goods and services offered or any special offerings.

However, Dworkin discloses wherein at least one of said computerized central communications facilities is further programmed to contact the customer and apprise said customer of goods and services offered or any special offerings (col. 9, lines 36-47). It would have been obvious to one of ordinary skill in the art at the time of Applicant's invention to include the apparatus of claim 30, wherein at least one of said computerized central communications facilities is further programmed to contact the customer and apprise said customer of goods and services offered or any special offerings as taught by Dworkin within D'Agostino for the motivation of alerting the customer of any new products offered (col. 9, lines 36-47).

As to claim 33, D'Agostino discloses the apparatus of claim 30, wherein said computerized central communications facility and each of said other computerized central communications facilities are associated with competing providers of goods and services (see Fig. 1 and col. 6, lines 30-40).

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As to claim 34, D'Agostino discloses the apparatus of claim 30, wherein at least one of said computerized central communications facilities and said other computerized central communications facilities further include an audio communication device for communication with said computerized remote communications facility (col. 6, lines 17-23).

As to claim 35, D'Agostino discloses the apparatus of claim 30, wherein said computerized central communications facility and at least one of said other computerized central communications facilities is further adapted to provide information relating to goods and services in the form of an audio or video presentation (col. 6, lines 17-23).

As to claim 36, D'Agostino does not explicitly disclose the apparatus of claim 35, wherein said apparatus further comprises means for recording a presentation stopping point for future reference .

However, the Examiner takes official notice that it was old and well known in the computer sales presentation arts to provide a stopping point in a user's presentation (i.e. saving a file which represents a potential transaction). This allows a user to resume a transaction at a later date without having to resubmit previously entered information. It would have been obvious to one of ordinary skill in the art at the time of Applicant's invention to include means for recording a stopping point in the customer's last on-line presentation in case contact is resumed within

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D'Agostino and Dworkin for the motivation of allowing a customer to resume a transaction at a later date without having to resubmit previously entered information.

As to claim 37, D'Agostino discloses the apparatus of claim 30, wherein said processor is further programmed to compile a customer profile based on the customer's search of the database (col. 15, line 59 - col. 16, line 8).

As to claim 39, D'Agostino disclose the apparatus of claim 30, wherein said processor is further programmed to download software from said computerized central communications facility to said remote communications facility, said software adapted to present information of interest to said customer (col. 6, lines 17-29).

As to claim 40, D'Agostino discloses the apparatus of claim 30, wherein said processor is further programmed to download software from said computerized central communications facility to said remote communications facility, said software adapted to enable the customer to communicate with said central communications facility (col. 6, lines 17-29).

As to claim 41, D'Agostino does not explicitly disclose the apparatus of claim 30, wherein said processor is further programmed to download software from said computerized central communications facility to said remote communications facility, said software adapted to enable

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said customer to conduct a transaction using the information provided by said computerized central communications facility relating to goods and services.

However Dworkin discloses processor is further programmed to download software from said computerized central communications facility to said remote communications facility, said software adapted to enable said customer to conduct a transaction using the information provided by said computerized central communications facility relating to goods and services (Fig. 1, and col. 2, lines 20-41). It would have been obvious to one of ordinary skill in the art at the time of Applicant's invention to include the features above as taught by Dworkin within D'Agostino for the motivation of providing a system for locating and purchasing products of interest to a customer (col. 1, lines 8-12 and lines 63-65).

As to claim 42, D'Agostino discloses the apparatus of claim 30, wherein said processor is further programmed to provide an interactive presentation relating to goods and services (col. 6, lines 17-23 and lines 58-63).

As to claim 43, D'Agostino does not explicitly disclose the apparatus of claim 42, wherein said interactive presentation includes an audio presentation in the form of a computerized voice.

However, the Examiner takes official notice that it well known in the electronic sales presentation arts to have an interactive presentation includes an audio presentation in the form of a computerized voice. The purpose of computerized voice was to have a customer friendly sales

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presentation. It would have been obvious to one of ordinary skill in the art at the time of Applicant's invention to include the apparatus of claim 42, wherein said interactive presentation includes an audio presentation in the form of a computerized voice within D'Agostino for the motivation stated above.

As to claim 77, D'Agostino discloses the apparatus of claim 30, wherein said computerized central computerized is further programmed to provide said customer with live assistance upon request (col. 6, lines 50-53).

Claims 89-90 are similar in scope to claim 30 and are rejected on the same basis.

4. Claims are 44, 45, 47-54, 57-64, 67-76 and 78-88 are rejected under 35 U.S.C. 103(a) as being unpatentable over D'Agostino in view of Dworkin.

As to claim 44, D'Agostino discloses an apparatus for marketing at least one of goods and services (see abstract):

a first central communications facility to provide first information relating to goods or services to a customer at a remote facility (see Fig. 1, and col. 5, lines 64 - col. 6, line 35);

a second central communication facility to provide information relating a second set of information to goods and services (see Fig. 1, and col. 5, lines 64 - col. 6, line 35) ;

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D'Agostino does not explicitly disclose

providing access to a database of information relating to goods and services.

However, Dworkin discloses providing access to a database of information relating to goods and services (col. 3, lines 60-69, col. 4, lines 35-61, and col. 5, lines 20).. It would have been obvious to one of ordinary skill in the art at the time of Applicant's invention to include the features above as taught by Dworkin within D'Agostino for the motivation of providing a system for locating and purchasing products of interest to a customer (col. 1, lines 8-12 and lines 63-65).

D'Agostino does not explicitly disclose

said first communications facility adapted to direct said customer to a second communications facility.

However, Dworkin discloses said first communications facility adapted to direct said customer to a second communications facility (col. 10, lines 22-45). It would have been obvious to one of ordinary skill in the art at the time of Applicant's invention to include said first communications facility adapted to direct said customer to a second communications facility as disclosed by Dworkin within D'Agostino for the motivation of providing a system for locating and purchasing products of interest to a customer (col. 1, lines 8-12 and lines 63-65).

D'Agostino does not explicitly disclose

a communication device to enable each of said first communication facility and said second communications facility to communicate with said remote facility, said communication including

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transmitting said first or second set of information from said first or second central communications facilities to said remote facility.

However, Dworkin discloses a communication device to enable each of said first communication facility and said second communications facility to communicate with said remote facility, said communication including transmitting said first or second set of information from said first or second central communications facilities to said remote facility. It would have been obvious to one of ordinary skill in the art at the time of Applicant's invention to include a communication device to enable each of said first communication facility and said second communications facility to communicate with said remote facility, said communication including transmitting said first or second set of information from said first or second central communications facilities to said remote facility as disclosed by Dworkin within the D'Agostino apparatus for the motivation of providing a system for locating and purchasing products of interest to a customer (col. 1, lines 8-12 and lines 63-65).

As to claim 45, the claim is substantially similar to claim 31 and is rejected on the same basis.

As to claim 47, D'Agostino does not explicitly disclose the apparatus of claim 44, wherein said central communications facility or at least one of the other central communications facilities further provides a directory of providers of goods and services.

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However, Dworkin discloses wherein said central communications facility further or at least one of the other central communications facilities further provides a directory of providers of goods and services (see Fig. 3, and col. 3, lines 65-69). It would have been obvious to one of ordinary skill in the art at the time of Applicant's invention to include the apparatus of claim 44, wherein said central communications facility further or at least one of the other central communications facilities provides a directory of providers of goods and services as taught by Dworkin within D'Agostino for the motivation of providing a system for locating and purchasing products of interest to a customer (col. 1, lines 8-12 and lines 63-65).

As to claim 48, the claim is substantially similar to claim 35 and is rejected on the same basis.

As to claim 49, the claim is substantially similar to claim 43 and is rejected on the same basis.

As to claim 50, the claim is substantially similar to claim 42 and is rejected on the same basis.

As to claim 51, the claim is substantially similar to claim 36 and is rejected on the same basis.

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As to claim 52, D'Agostino discloses the apparatus of claim 44, wherein said goods and services include financial services (col. 6, lines 30-36).

As to claim 53, D'Agostino discloses the apparatus of claim 44, wherein said goods and services include auctioning services (col. 6, lines 30-36).

As to claim 54, D'Agostino does not explicitly disclose the apparatus of claim 44, further comprising a software application for assisting the central communications facility to download a contract to the computerized remote location.

However, Dworkin discloses further comprising a software application for assisting the central communications facility to download a contract to the computerized remote location (col. 8, lines 10-24). It would have been obvious to one of ordinary skill in the art at the time of Applicant's invention to include the apparatus of claim 44, wherein said central communications facility further or at least one of the other central communications facilities further provides a directory of providers of goods and services as taught by Dworkin within D'Agostino for the motivation of providing a system for locating and purchasing products of interest to a customer (col. 1, lines 8-12 and lines 63-65).

As to claim 57, the claim is similar in scope to claim 39 and is rejected on the same basis.

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As to claim 58, the claim is similar in scope to claim 40 and is rejected on the same basis.

As to claim 59, the claim is substantially similar to claim 44 and is rejected on the same basis.

As to claim 60, D'Agostino discloses the method of claim 59, further comprising establishing communication with a third database containing information relating to goods and services (see Fig. 1).

As to claims 61-64, the claims are similar in scope to claims 39-41 and are rejected on the same basis.

As to claim 67, the claim is similar in scope to claim 42 and is rejected on the same basis.

As to claim 68, the claim is similar in scope to claim 35 and is rejected on the same basis.

As to claim 69, the claim is similar in scope to claim 36 and is rejected on the same basis.

As to claim 70, D'Agostino discloses an apparatus for marketing goods and services (see abstract), comprising:

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a central communications facility to provide information relating to goods and services to a customer at a computerized remote facility, said central communications facility (see Fig. 1 and col. 5, lines 64 - col. 6, line 35);

a first communication device associated with said central communications facility for providing live communication between the central communications facility and said computerized remote facility (col. 6, lines 17-27);

a second communication device at said central communications facility associated with a second communication path for providing a second communication between said central communications facility and said computerized remote facility (col. 6, lines 17-27); and
D'Agostino does not explicitly disclose

a database of information relating to goods and services accessible by said customer at said remote facility.

However, Dworkin discloses a database of information relating to goods and services accessible by said customer at said remote facility (col. 3, lines 60-69, col. 4, lines 35-61, and col. 5, lines 20). It would have been obvious to one of ordinary skill in the art at the time of Applicant's invention to include the features above as taught by Dworkin within D'Agostino in order to provide a system for locating and purchasing products of interest to a customer (col. 1, lines 8-12 and lines 63-65).

D'Agostino does not explicitly disclose

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said central communications facility adapted to direct said customer to at least one other central communications facility providing information relating to goods and services.

However, Dworkin discloses said central communications facility adapted to direct said customer to at least one other central communications facility providing information relating to goods and services (i.e. . It would have been obvious to one of ordinary skill in the art at the time of Applicant's invention to include said central communications facility adapted to direct said customer to at least one other central communications facility providing information relating to goods and services as disclosed by Dworkin within D'Agostino for the motivation of providing a system for locating and purchasing products of interest to a customer (col. 1, lines 8-12 and lines 63-65).

As to claim 71, the claim is similar in scope to claim 47 and is rejected on the same basis.

As to claim 72, the claim is similar in scope to claim 42 and is rejected on the same basis.

As to claims 73-76, the claims are similar in scope to claims 39-41 and are rejected on the same basis.

As to claim 78, the claim is similar in scope to claim 77 and is rejected on the same basis.

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As to claim 79, D'Agostino does not explicitly disclose the apparatus of claim 44 wherein said first communications facility further enables said customer to browse said first set of information relating to goods and service.

However, Dworkin discloses the apparatus of claim 44 wherein said first communications facility further enables said customer to browse said first set of information relating to goods and service (fig. 3 and 4). It would have been obvious to one of ordinary skill in the art at the time of Applicant's invention to include wherein said first communications facility further enables said customer to browse said first set of information relating to goods and service as disclosed in Dworkin within D'Agostino for the motivation of providing a system for locating and purchasing products of interest to a customer (col. 1, lines 8-12 and lines 63-65).

As to claim 80, D'Agostino does not explicitly disclose wherein the apparatus of claim 44 wherein said second communications facility further enables said customer to browse said second set of information relating to goods and service.

However, Dworkin discloses a communications facility further enables said customer to browse a set of information relating to goods and service (fig. 3 and 4). It would have been obvious to one of ordinary skill in the art at the time of Applicant's invention to include wherein said second communications facility further enables said customer to browse said second set of information relating to goods and service as disclosed in Dworkin within D'Agostino for the

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motivation of providing a system for locating and purchasing products of interest to a customer (col. 1, lines 8-12 and lines 63-65).

As to claim 81, D'Agostino does not explicitly disclose the method of claim 59, further comprising enabling the remote facility to search said first database or said second database.

However, Dworkin discloses further comprising enabling the remote facility to search said first database or said second database (fig. 3 and 4). It would have been obvious to one of ordinary skill in the art at the time of Applicant's invention to include enabling the remote facility to search said first database or said second database as disclosed in Dworkin within D'Agostino for the motivation of providing a system for locating and purchasing products of interest to a customer (col. 1, lines 8-12 and lines 63-65).

As to claims 82-87, the claims are similar in scope to claims 70-76 and 78-81 and are rejected on the same basis.

5. Claim 38 is rejected under 35 U.S.C. 103(a) as being unpatentable over D'Agostino and Dworkin as applied to claim 37 above, and further in view of Filepp et al., Pat. No. 5,347,632.

As to claim 38, D'Agostino and Dworkin do not explicitly disclose the apparatus of claim 37, wherein said processor is further programmed to provide targeted advertising based on said customer profile.

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However, Filepp discloses a computerized system that records customer preferences (i.e. responses) with respect to products offered for sale or purchased by the customer(col. 2, lines 46-50 and col. 93, lines, lines 28-43). The recorded customer responses represent the customer profile information, detailing user activity for the customer using the computerized system (col. 5, lines 22-33). It would have been obvious to one of ordinary skill in the art at the time of Applicant's invention to include the apparatus of claim 37, wherein said processor is further programmed to provide targeted advertising based on said customer profile as disclosed by Filepp within D'Agostino in order to target advertisements or product offers (i.e. information) to specific customers based on consumer marketing strategies developed from the customer profile information (col. 93, lines 39-43).

Double Patenting

6. The nonstatutory double patenting rejection is based on a judicially created doctrine grounded in public policy (a policy reflected in the statute) so as to prevent the unjustified or improper timewise extension of the "right to exclude" granted by a patent and to prevent possible harassment by multiple assignees. See *In re Goodman*, 11 F.3d 1046, 29 USPQ2d 2010 (Fed. Cir. 1993); *In re Longi*, 759 F.2d 887, 225 USPQ 645 (Fed. Cir. 1985); *In re Van Ornum*, 686 F.2d 937, 214 USPQ 761 (CCPA 1982); *In re Vogel*, 422 F.2d 438, 164 USPQ 619 (CCPA 1970);and, *In re Thorington*, 418 F.2d 528, 163 USPQ 644 (CCPA 1969).

A timely filed terminal disclaimer in compliance with 37 CFR 1.321© may be used to overcome an actual or provisional rejection based on a nonstatutory double patenting ground provided the conflicting application or patent is shown to be commonly owned with this application. See 37 CFR 1.130(b).

Effective January 1, 1994, a registered attorney or agent of record may sign a terminal disclaimer. A terminal disclaimer signed by the assignee must fully comply with 37 CFR 3.73(b).

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7. Claims 30-45, 47-54, 57-64, and 67-90 are rejected under the judicially created doctrine of obviousness-type double patenting as being unpatentable over claims 1-5 of U.S. Patent No. 6,055,514 in view of Dworkin and D'Agostino.

As to claim 30, the '514 patent discloses an apparatus to market and sell goods and/or services over an electronic network (see claim 2) comprising:

a computerized central communications facility adapted to be coupled to a plurality of other computerized central communications facilities and to a network, each of said computerized central communications facilities having information relating to goods and/or services stored in a database, and each of said computerized communications facilities having a processor programmed to (see claim 1):

receive from a customer located at a computerized remote facility a request to search in the database at the computerized central communications facility for information of interest (claim 1);

provide said customer with live assistance upon request (claim 2);

enable said customer to search said database for information of interest, direct a transmitter at said computerized central communications facility to transmit said information of interest from the database at said computerized central communications facility to said computerized remote communications facility (claim 1); and

The '514 patent does not explicitly disclose

periodically update said database in said computerized central communications facility.

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However, Dworkin discloses periodically update said database in said computerized central communications facility (i.e. new product information)(col. 9, lines 36-47). It would have been obvious to one of ordinary skill in the art at the time of Applicant's invention to include the features above as taught by Dworkin within the '514 patent in order to provide a system for locating and purchasing products of interest to a customer (col. 1, lines 8-12 and lines 63-65).

Response to Arguments

8. With respect to Applicant's argument directed to the rejection of claims 30-87 based on 35 USC 112(1), based on Applicant's arguments, the Examiner withdraws the 35 USC 112(1) rejection.

9. Applicant's arguments with respect to claims 30-45, 47-54, 57-64, and 67-90 have been considered but are moot in view of the new ground(s) of rejection. Applicant argues that the D'Agostino references and Dworkin references cannot be combined in that Dworkin would change the principle of operation of D'Agostino unsuited for its intended purpose. The Examiner disagrees. Dworkin is not merely an automated system as characterized by Applicant or a self service system. Dworkin discloses means for a customer to communicate with the management of the system to register complaints, or to request help in using the system (col. 2, lines 42-49 and col. 10 and Fig. 3). Dworkin at least acknowledges that a user might require some interaction with system management when using the system. Therefore, Applicant's arguments directed to the combination of D'Agostino and Dworkin are nonpersuasive.

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Conclusion

10. Any inquiry concerning this communication or earlier communications from the examiner should be directed to Alexander Kalinowski, whose telephone number is (703) 305-2398. The examiner can normally be reached on Monday to Thursday from 6:30 AM to 4:00 PM. In addition, the examiner can be reached on alternate Fridays.

If any attempt to reach the examiner by telephone is unsuccessful, the examiner's supervisor, Joseph Thomas, can be reached on (703) 305-9588. The fax telephone number for this group is (703) 305-7687 (for official communications including After Final communications labeled "Box AF").

Hand delivered responses should be brought to Crystal Park 5, 2451 Crystal Drive, Arlington, VA, 7th Floor, receptionist.



Alexander Kalinowski

Patent Examiner

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January 27, 2003